28632 Roadside Dr Ste 110
Agoura Hills CA 91301-6074

August 30, 2021

Notice of Data Breach

Dear

We are writing to inform you of a data security incident that may have impacted some of your personal information. We take the security of your personal information very seriously, and we sincerely apologize for any concern this incident may cause. This letter contains information about what happened, actions we have taken to prevent a reoccurrence, and steps you can take to protect your information.

What happened?
Sequoia Financial Services provides account receivable services for several agencies. On July 2, 2021, we discovered that we were the target of a ransomware attack. Ransomware is a computer virus that encrypts computer systems until and unless money (i.e., the ransom) demanded by the attackers is paid. The attacker gained access on June 28th and launched the attack on July 1st. The attack was blocked by anti-malware software within minutes and we were able to restore our computers without paying the attackers. These rampant attacks continue to challenge everyone in the business and medical communities.

What information was involved?
We believe it is likely the attacker only wanted money and not the information on our computers but, the encrypted system may have contained some of your personal information. The following personal information may have been compromised: your name, address, date of birth, insurance policy number, and limited health (such as diagnosis codes) and insurance information related to your treatment. If you would like more information about specific information that was identified, you can request that information by calling the number below.

What we are doing.
We take the security of your information seriously and have taken measures to reduce the likelihood of future cyber-attacks, including increasing our hardware and software defenses against these rampant attacks. We are also working with law enforcement and Experian, a major credit reporting agency to address this data security incident.

What You Can Do.
While we have no evidence of misuse of your personal information, in an abundance of caution, we are offering a complimentary 24-month membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by**: November 30, 2021, (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: https://www.experianidworks.com/3bcredit
- Provide your **activation code**: 123456789

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877.890.9332 by November 30, 2021. Be prepared to provide engagement number **ABCDEFG** as proof of eligibility for the identity restoration services by Experian.

We encourage you to follow the instructions in this letter and enroll in the identity protection services provided at no cost to you. We also recommend that you review the additional information enclosed, which contains important steps you can take to further protect your personal information

For more information.
If you have any questions, please call 877.890.9332, Monday through Friday from 8:00am to 5:00pm Pacific Time. We appreciate your patience and understanding, and we sincerely apologize for any inconvenience or concern this incident may cause you

Sincerely,

Sequoia Financial Services

ADDITIONAL DETAILS REGARDING YOUR 24 MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP

A credit card is not required for enrollment in Experian IdentityWorks.
You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARETM:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to $1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at customer service number. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for 24 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.
* Offline members will be eligible to call for additional reports quarterly after enrolling

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

Additional Important Information

For residents of *Iowa*: You are advised to report any suspected identity theft to law enforcement or to the Attorney General.
For residents of *Oregon*: You are advised to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.
For residents of *New Mexico*: You are advised to review personal account statements and credit reports, as applicable, to detect errors resulting from the security incident. You have rights pursuant to the federal Fair Credit Reporting Act. Please visit https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf or see the contact information for the Federal Trade Commission listed below.

For residents of District of Columbia, Illinois, Maryland, New York, North Carolina, and Rhode Island:
You can obtain information from the District of Columbia, Maryland, North Carolina, New York, and Rhode Island Offices of the Attorney General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

DC Attorney General
441 4th Street NW
Washington, D.C.
20001
1-202-727-3400
www.oag.dc.gov

Maryland Office of Attorney General
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.oag.state md.us

New York Attorney General
120 Broadway
3rd Floor
New York, NY 10271
800-771-7755
www.ag ny.gov

North Carolina Attorney General
9001 Mail Service Ctr
Raleigh, NC 27699
1-877-566-7226
www.ncdoj.com

Rhode Island Office of Attorney General
150 South Main Street
Providence RI 02903
1-401-274-4400
www riag.ri.gov

Federal Trade Commission, Consumer Response Center
600 Pennsylvania Ave, NW Washington, DC 20580
1-877-IDTHEFT (438-4338) www.identitytheft.gov

Massachusetts and Rhode Island residents: You have the right to obtain a police report if you are a victim of identity theft.

For residents of all states:
It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing payment card account statements and monitoring your credit reports for unauthorized activity. You may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit www.annualcreditreport.com, or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at https://www.consumer ftc.gov/articles/0155-free-credit-reports) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

Fraud Alerts: You can place fraud alerts with the three credit bureaus by phone and online with Equifax (https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf), Experian (https://www.experian.com/fraud/center.html), or Transunion (https://www.transunion.com/fraud-victim-resource/place-fraud-alert). A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. Initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are at the bottom of this page.

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze for yourself or your spouse or a minor under 16: (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; (5) Proof of current address, such as current utility or telephone bill, bank or insurance statement; (6) legible photocopy of government-issued identification card (state driver's license or ID card, military identification, etc.); and (7) if you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. It is free to place, lift, or remove a security freeze.

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348-5788
https://www.equifax.com/personal/credit-report-services/
800-525-6285

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013-9544
https://www.experian.com/help/
888-397-3742

TransUnion Security Freeze
P.O. Box 2000
Chester, PA 19014-0200
https://www.transunion.com/credit-help
800-680-7289